

Purely Inspired Parents and Carers Newsletter

Hospital Project—Alkington Day Services

April 2011
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This edition of the newsletter focuses on the day service we provide in Alkington, Rochdale.

A worthwhile project runs at North Manchester General Hospital, Crumpsall.

This project involves service users selling donated and commercial goods from a stall just within the entrance of the hospital. When I visited there were two service users, Louise and Michelle, sitting cheerily behind the desk and serving customers.



Support worker, Elaine Clayton, explained to me that their daily tasks included putting the tables and chairs out, arranging stock on display and serving passing customers.

The project is one of Pure's popular and successful enterprises. There are usually three service users a day working at the hospital. Pure Innovations raise approximately £3000 a year for the hospital - a fantastic achievement!



Michelle and Louise

The project integrates service users into the local community and develops their skills by social interaction with new people every day. Confidence and self esteem flourishes. There is a café close to the stall, enabling service users to go for their lunch independently.

Elaine informs me that the service users love the hospital scheme. And it's easy to see why. They are able to get to know regular patients and thrive in a working environment. The scheme gives people a purposeful, and enjoyable day - allowing them to build capability and confidence.

Cerys John
Editor

Open Day

Thursday 5th May

10.30-12:00, 13:00-14:30

Sanderling Building,
Birdhall Lane,
Cheadle Heath,
Stockport.

Please come along.
All are welcome!

Stockport FLAG

If you are looking for help and support to access suitable services then call Stockport FLAG as it is free, impartial and confidential. The service provides information about many services, which enables people to maintain healthy, active lives and supports them when times become difficult. There is information and advice available on services that can help with a number of issues, such as living at home, disability, chronic illness, caring for others, social activities and legal and financial matters.

FLAG's friendly advisors offer advice at their Town Centre office in Chestergate. You can easily contact them over the phone every weekday between 9am and 5pm or at the outreach sessions across the Borough.

Contact FLAG on 0161 474 1042, e-mail to info@stockportflag.org.uk or visit the website at www.stockportflag.org.uk

Customer Survey

We have now completed our second customer survey, collecting your feedback about the service we provide in Day Services. The results are yet to be analysed in detail but we are delighted that there are indications of a marked improvement in the level of satisfaction.

Early indications of results show improved satisfaction in the following areas:

- ◆ Service user experiences and progression within Day Services
- ◆ quality of support received
- ◆ Communication with parents and carers.

All statistics show a high percentage increase of parent/carers giving us a rating of 'very good'. Here are a few comments that people have made:

'I think what Millbrook is offering my daughter is excellent and I cannot think of anything else they could do to improve it. Great job by everyone at Millbrook!'

'I think the range of services has widened recently and this is encouraging.'

'Keep up the good work. It is always impressive the way you monitor J's health and wellbeing and contact us at the slightest concern'

'... loves working in the café. I can't praise C enough for the way she supports him. He is much more independent now.'

'Excellent staff! Very caring. Well done to everyone'

Thank you so much for completing the questionnaires, we do appreciate it because it really does help us understand your point of view.

Catherine Dowson

Next Parent/Carer Meeting
6th of June 2011, 10:00– 12:00 at the Sanderling Building.
Doug Cresswell will be attending to update the group on all developments within Pure Innovations.

Farewell to Julia Townsend

Julia Townsend, Day Service Manager at Alkington Day Centre, retired at the end of March 2011, after fifteen years with Pure Innovations.

She leaves a legacy of a thriving day service in Rochdale. A recent inspection by Rochdale Metropolitan Borough Council considered the day centre to be providing an excellent service. Forty five service users are supported – most of whom are actively engaged in community projects, using the day centre only as a base.

Carolyn Ray and Kelly Siddall remain as senior staff at Alkington and can be contacted on 0161 643 8146.

We wish Julia the very best of luck in her retirement. She plans to travel extensively and spend more time with her family. Julia has worked extremely hard for Pure Innovations and we shall miss her ‘can-do’ attitude and problem solving approach.



Julia on her leaving day.

Interview with Sean

I recently interviewed Sean from The Stablerooms Café in Bramhall Park. The café is one of Pure Innovations commercial facilities which act as an aid to introducing service users into a working environment and gaining useful experience and skills.

Sean has worked with Pure Innovations for over two years. He works on a daily basis with service users and has, over time seen them develop. ‘People can now do tasks which before wouldn't be possible, for example helping to count out money and anticipate tasks that need to be done.’

Sean described a typical day, ‘People start by sweeping and mopping the floor, then help take down the chairs. Later they contribute to keeping the café tidy throughout the day by clearing tables and filling the dishwasher.’



Visitors enjoying the facilities at Bramhall Cafe

Sean also tells me how service user confidence has grown in leaps and bounds since working in the café. ‘You can see them become more able and confident everyday. They have built good relationships with the regular customers and always look forward to seeing them’.

Cerys John
Editor

Our Senior Day Service Officers in Stockport are now responsible for the following Services:

David Beech: Millbrook Day Centre

Sarah Donelon: Personal Development Services, Sanderling

Graham Woods: Personal Development Services, Sanderling

Tom Powell: VoCAT and Hourswork, Sanderling

Siobhan Alexander: VoCAT, Sanderling

Millbrook Day Centre can be contacted on 0161 480 1890

Sanderling Day Centre can be contacted on 0161 474 5955